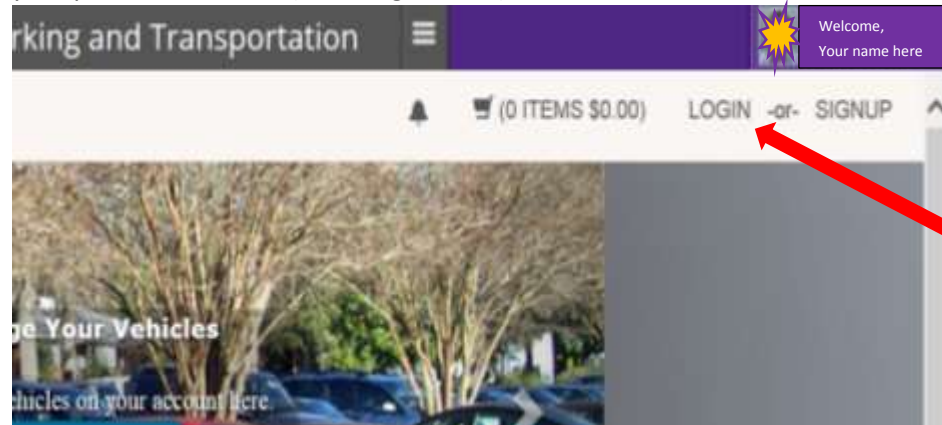


Step-By-Step Guide to Access Parking Account Online (Pay/Appeal Citations, Buy Annual Permits)

1. Navigate to <https://pirateport.ecu.edu/portal/> in a web browser (Google Chrome or Mozilla Firefox are the recommended browsers to use)
 - a. **Login:**
 - i. If using a Microsoft Windows-based PC and either Chrome or Firefox:
 1. Login to PiratePort using your **Pirate ID** and **Password** then proceed to step **1.b** or **1.c**
 - ii. If using Microsoft Internet Explorer for your web browser:
 1. Login to PiratePort using your **Pirate ID** and **Password**;
 2. Click **"TOOLS"** at the top of the web page;
 3. Click the "Parking and Transportation" link under the **"APPLICATIONS"** heading;
 4. Once on the Parking Portal, click the **"LOGIN"** link located in the white header directly under your picture and name (see image below):



- 5.
6. **For Faculty/Staff/Students:** Click the **"AFFILIATED LOGIN"** button in the center of the web page
- b. **To purchase a permit:**
 - i. Once logged in, click the **"PERMITS"** menu item in the header, then select **"GET PERMITS"**;
 - ii. Click **"NEXT"**;
 - iii. Click the Radio Button beside the permit you wish to buy, make sure to click in the checkbox beside the statement **"I Have read and understand the above statements"**; then click **"NEXT"**;
 - iv. Click the checkbox beside any and **ALL** vehicles on your account that you may wish to have linked to this parking permit, and/or click **"ADD VEHICLE"** to add a vehicle not on this list which you would like associated with your parking permit. ***NOTE: YOU MUST HAVE AT LEAST ONE VEHICLE LINKED TO YOUR PERMIT!** Once you are done adding vehicles, click **"NEXT"**;
 - v. Select your delivery option from the drop down menu, if picking up at the parking office now simply click on **"Pick up my permit from the parking office"** then click **"NEXT"**;
 - vi. Select your payment method (if more than one option is available to you), verify the email address is correct (or add your email if none listed) then click **"Continue with Transaction"**;
 - vii. Follow all prompts to complete your payment. If picking up your permit now, please note the permit number on your on-screen receipt and visit the cashier to obtain your permit. There is no way to print your receipt while in our office, but an emailed copy was sent to your email address on file. You will be able to print that.
- c. **To pay/appeal citations:**
 - i. Click the **"CITATIONS"** link to view all citations on your account. Find the citation you wish to pay/appeal then click the **"ADD TO BASKET"** button to **PAY** the citation or the **"APPEAL"** button to **APPEAL** (if eligible to do so). From there, simply follow the on-screen prompts to complete the action you are attempting to complete. If you have multiple citations you wish to pay, click **"ADD TO BASKET"** for each then **"CONTINUE TO CHECKOUT"**. (Appeals are submitted one at a time with a max. 4 per academic year)

No matter which of these actions you choose to do, you should receive an emailed confirmation with the receipt number or appeal ID confirming your request/payment. Please allow 5-10 minutes for this to appear in your inbox. If you do not receive this, please contact customer service to verify your submission/payment! 252-328-6294